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ABSTRACT

This manual is primarily designed as an orientation program for librarians new to the Reference Services Division at the State University of New York at Albany University Libraries. It contains practical information and some of the procedures necessary for providing service at the reference desk in these libraries. The appendices provide samples of various forms used in reference services and instructions on how to use the Library Control System (LCS), which is the computerized database representing the catalogued materials in the University Libraries. (DMC)

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REFERENCE SERVICES DIVISION

REFERENCE SERVICE TRAINING MANUAL

BY
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AND
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STATE UNIVERSITY OF NEW YORK
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1984

IR 050 772

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INTRODUCTION

The Reference Service Training Manual is primarily designed as an orientation program for librarians new to the Reference Desk. It contains practical information and some of the procedures necessary for providing service at the desk. It will be most effectively used as a check list to be followed together by the training Reference Librarian and the trainee.

The Manual was written by John Mielke and revisions made by William Young.

William F. Young
Coordinator of Reference Service
December 14, 1983

GENERAL REFERENCE SERVICE

I. The Reference Service Schedule (appendix 1)

A weekly reference schedule (Mondays through Fridays) which includes all three public service points: Reference Desk (REF), Reference Telephone Office (TEL), Computer Search Services (CSS) is prepared for the fall and winter sessions and for the various summer sessions. It is the responsibility of each librarian to be at his/her assigned service points during the times they are scheduled.

Schedule replacements for illness, pre-announced conference/workshop attendance, and annual leave will be made by the department. Each individual librarian is responsible for replacements for compensatory time and for annual leave or professional leave that has not been planned at least a month in advance. Master copies of the permanent weekly Reference Service Schedule are kept on a clip board in the metal tray on top of the Reference Desk, and in the office of the head of the Reference Unit Support Staff. Please be sure to report any changes to the schedule that you have arranged on your own to the head of the Reference Unit Support Staff. In addition to the permanent schedule, there is a weekend schedule, a monthly replacement schedule, and a daily replacement schedule which indicates sudden replacements and switches in scheduling among reference librarians.

II. The Reference Desk

The Reference Desk is staffed from 9 A.M. to 10 P.M. Mondays through Thursday, 9 A.M. to 6 P.M. on Friday and Saturdays, and from noon to 10 P.M. on Sundays. During the majority of the reference service hours, two librarians are scheduled. During peak hours, three librarians are scheduled.

A. Items on the Reference Desk

1. Periodical Printout

On the extreme right is a printout of periodical holdings in

the University Libraries. There is also a periodical printout at the Government Publications Desk and several in the periodical area. All Periodicals issued more than once a year are classed with the prefix PER above the LC number and shelved in the periodical stacks. The symbol +++ indicates that current issues are located, alphabetically by title, in the current display area of the Periodical Reading Room. The symbol S++ refers to those science journals the current display of which is according to LC classification. If such symbols are lacking current issues will be found in the periodical stacks. If the periodical is in microform, an additional MIC prefix appears above the PER prefix. Periodicals in microform are filed in the Microform Room. The periodical printouts give the periodical holdings for the Main Library and the Graduate Library of Public Policy (GLPP). Periodicals at GLPP have the appropriate GLPP prefixes preceding the PER (i.e. EXT or LIB). LC cards for periodicals are also in the card catalogs but holdings information is not given on them. Newspapers are unclassified, but they are also listed in the periodical printout and in the card catalog. Holdings information for newspapers is not given in either the printout or the card catalog. The Periodical Printout refers to the Periodical Room Information Desk or the GLPP Library Reference Desk for newspaper holding information. Newspapers at the Main Library are kept in the Periodical Room. Newspapers on microfilm are in the Microform Room. GLPP receives duplicate copies of unclassified newspapers that are in the main collection: (New York Times, Wall Street Journal, Christian Science Monitor and local newspapers). These are retained for only a few weeks.

2. Reference Statistics Binder

There are two black binders with daily forms to record reference statistics ("Information Contacts"). The right hand page is for recording "Reference Transactions" and "Directional Transactions." These are terms used on the NEGIS statistics forms submitted each year to the U.S. Department of Education. "Reference Transactions" are questions for which the answers require use and knowledge of library holdings, data bases, card catalog, etc. We have divided this category into two sections: "Less than 5 minutes" and "More than 5 minutes." Separate columns are provided for Reference Transactions that involved the use of materials in the Government Publications Unit (GP). "Directional Transactions" are questions for which the answer does not require knowledge or use of library materials. "Where is Mr. Smith's office?" "Where are the QA's?" "How late is the library open today?" Put a mark in the appropriate catagory and time slot for each questions you answer at the Reference Desk. If the question is received via Telephone, also put a mark in the "Telephone" column.

The left hand page is for "communications" and database ready reference search statistics. "Communications" are messages and information for librarians at the Reference Desk. Example: "Dr. Hughes will be in on Friday night to pick up a printout. It is in bottom drawer of Reference Desk." Be sure to inform the Reference Librarians of patrons who will call back for answers to their reference questions. Include the answer and/or source. Also, if you are scheduled to meet with a class for course related library instruction, it's a good idea to note the class, time and library

room number on this page. Please sign or initial all your communications.

The bottom half of the left hand page is a space to record *"IR Ready Reference Searches," done at the Reference Desk. Be sure to also enter these searches as Reference Transactions on the right hand page.

3. Metal Tray

What actually is in the metal tray on the Reference Desk varies from month-to-month, session-to-session, but there are some items that are always there: An up-to-date Reference Services Schedule, both daily, weekend, and rotating schedules; a library directory; a list of the bibliographers with their subject and academic program responsibilities; and a guide to rooms with library numbers that are not part of the library. These rooms are on the basement level adjacent to the library with access from the stairwell in front of the library and the stairwell between the library and the Administration Building. These rooms have library numbers because this space was originally planned as part of the library.

4. Rolodex Files (2)

There are two Rolodex card files on the Reference Desk. These are identical files containing title and subject cards with location information in alphabetical order for a selection of indexes and abstracts in the Abstract and Index Area for which we receive frequent requests. This handy Rolodex file makes it unnecessary to consult the author/title or subject card catalog for a call number.

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* IR = Information Retrieval, the former name for CSS, Computer Search Services.

Remember, however, that it is not a complete listing either by title or subject of all periodical indexes this library has in the Abstract and Index Area. Also, some indexes and abstracts are filed under subject only and not under title. At the end of each of these Rolodex files are telephone numbers for area libraries.

5. Wheeldex

The Wheeldex wheel file, known as the "Reference Wheel" has on file by subject and titles entries for frequently asked for and/or difficult to locate via the card catalog titles and sources for information. Caution! The Reference and Index-Abstract Wheels were never intended to be the last answer to a search for information. Use it as a start to a subject search and as a quick location guide for specific titles and types of reference materials (e.g. some of our foreign language dictionaries).

6. Printer Terminal at the Reference Desk

At the far left on the Reference Desk is a printer terminal. It can be used as an LCS (Library Control System) terminal and as a BRS (Bibliographic Retrieval Service) terminal. A switch in the compartment under the printer terminal can be set at LCS or BRS. Also, be sure the "sliding" switch on the top right of the NCR terminal is in the on or forward position. The commands for LCS are explained in appendix II. A complete explanation on the use of the printer terminal as a means of access to BRS data bases is explained in the Ready Reference BRS Manual in the bottom compartment under the printer terminal.

7. Shelves, Drawers and Compartments in the Reference Desk

a. The top drawer of the Reference Desk contains hooks for keys along the left side. Some of these keys are used in the Reference Desk opening and closing procedures, as explained on page 126 of Reference Desk Procedures Manual-A. In a box in the front right of the drawer is a collection of various forms: Appendix III-blank white transaction cards to be attached to Ready Reference books (to be used as replacements when cards are missing from Ready Reference books) Appendix IV-pink "Non-Circulating Library Materials" slips used to give user permission to charge out non-circulating library material. See Reference Desk Procedures Manual-A, pp. 40-41 for an explanation of this procedure Appendix V-monographic request form. If a user, especially a faculty member, makes a request at the Reference Desk that the library purchase a particular title, this form can be filled out and sent to the appropriate bibliographer. If it is requested by a member of the faculty, put the name and department or school in the "reg. by:" box or in the note you attach to the request. Appendix VI-"Periodical Request Form Current Subscription." These can be used when someone asks the library to subscribe to a periodical. Again, if the requestor is a member of the faculty, their name and department would be useful to the bibliographer. Appendix VII-*Procurement Department Status Report Form. These forms, on pink 3 x 5 cards, are used

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* Procurement Department is the former name for the Acquisitions Department

to find the status of an on-order item for a patron. If a patron wants to know the status of a title that has been on order for several months (two months is an average wait period for an order), complete the "request" side of the form and send it or take it to the Acquisitions Department. The Acquisitions Department will complete the "response" side of the card and send it back to you. You must arrange with the patron at the time of the request how you will contact him/her. It can be either: "contact directly" which means you will phone the patron or they will stop by to see you, or "file at REF Desk" which does not really mean what it says, but that you will place the completed card in the mail boxes (pigeon holes) on the wall between the right of the Circulation Desk and the north staircase. Appendix VIII-Telephone Center Book Paging Service Forms. Procedures for using this form are in the Reference Desk Procedures Manual-A, pp. 138-139. An expansion of Telephone Center Service has been established since these procedures were written. Faculty on the main Campus can have books delivered to their offices. Check the appropriate box: "to be picked up" or "to be delivered." Appendix IX-Quick Reference Questions for Information Retrieval forms. Use these forms for quick reference questions which are appropriate for a data base but for some reason cannot be done on the printer terminal at the Reference Desk. Fill out form. Tell the patron a response can be picked up at the Reference Desk the afternoon of the following day. Place the completed form in the metal box marked "quick ref" at the CSS terminal in 119. There is a

folder in the middle drawer of the Reference Desk where the forms are filed to be picked up by the patron. Local street maps are kept in the back, right hand side of the drawer.

b. Middle drawer of the Reference Desk. In this drawer are current SUNYA catalogs and schedules of classes, an Albany State Telephone Directory (telephone directory for state offices and personnel in Albany), a telephone directory for the State University system, a SUNY Press catalog, University Library Film Service catalog, and a current directory to the N.Y. Legislature. Also kept in this drawer are: Computer Search Services appointment forms, a folder for completed IR Quick Reference forms (see part VII below), a folder of order forms for Dissertation Abstracts dissertations, a bibliography of SUNYA doctoral theses, a bibliography of SUNYA Masters' theses, and a SUNYA access guide for handicapped students.

c. Bottom drawer of Reference Desk. A supply of brochures describing the library's Computer Search Services are here. Also, a PR packet for the New York State Library describing their facilities and services.

d. Lower, double-door compartment at extreme left of Reference Desk. The key for the top drawer of the Reference Desk also opens this door. The file box contains the daily indexes clipped from the New York Times filed in manila folders by date. (Since the New York Times Index is several months behind, we have found these daily indexes to be useful in locating current news items). Another file box marked "Ready Reference Vertical File" contains various materials which may be useful and should be examined.

Among these is the "Street Locator" which is used in conjunction with the "Champion Map of Albany, Schenectady, Troy" located directly to the left of the Reference Desk. Subject bibliographies of reference works located in the GLPP collection are also located here. When giving out any material in the file boxes to users, take their IDs, clip them to a note identifying the file you've given them and place the IDs in the top drawer of the Reference Desk. The Reference Desk Procedures Manual volumes A & B contain procedures and information needed and convenient to have at the Reference Desk. Be sure to take time to look over the index in the front of volume A.

The Computer Search Services' manual contains information on data bases that are available in our Computer Search Services Unit. (Reference Procedures for Computer Search Services searches will be discussed in a separate section).

The Searching the On-Line Union Catalog manual is a guide to the OCLC terminal. (Use of the OCLC terminal as a reference tool will be discussed in a separate section).

The Ready Reference BRS Manual contains the policy for our ready reference searches and search guides and procedures.

III. Reference Desk Phones

There are two multi-line phones at the Reference Desk. The top button for each phone is the Reference Desk number 457-8564. The majority of Reference Desk phone activity is on this line, i.e., people phoning the Reference Desk for answers to reference questions, library holdings, and information. When calls come on this line, the telephones ring with a standard telephone sound and the top buttons on both phones will flash. Answer at either phone by

depressing the top, flashing button and picking up the receiver. A suggested form of answer is: "University Library, Reference Desk." If it's necessary to leave the phone to get the information, press the red HOLD button and hang up the receiver. This won't disconnect the call but will save the caller having to listen to the clash of the receiver as its placed on the desk and other Reference Desk activity. When returning to the phone, pick up the receiver and depress the 8564 button. The telephone in the Government Publciations Unit is also on this line. One can use this telephone when answering telephone inquiries involving the use of government publications.

The second button down on the left phone is an unlisted number (457-4953).

The third button down on the left phone is an intercom line which connects to all phones on the 457-3347 line. The Reference Desk can be reached on the intercom by dialing 29 from one of the phones on this intercom line. The intercom numbers for the Reference Section Support Staff in room 119 are 29*, 28, and 8. The Reference Section Support Staff has a directory of all the intercom numbers on this line.

The fourth button down on the left phone is vacant.

The fifth button on both the left and right phone is an intercom line that connects with wall intercom phones on the second and third floors at the entrance to each stairwell, and the circulation desk. The Reference Desk can be reached on this intercom system by dialing "2"; the Circulation Desk by dialing "6."

Both of these intercom lines ring at the Reference Desk with one unrepeated (unless redialed) loud buzz. The light in the line used will be a steady, not flashing, light.

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* Note that 29 is also the Reference Desk number. This means that when you dial 29 an intercom buzzer sounds both at the Reference Desk and at room 119 Reference Support Staff phone. Hopefully, this will be corrected at some future date.

The second and third button down on the right phone are Circulation Desk lines. Calls on these lines ring at the Circulation Desk. Although these buttons flash and are lit during use, we do not use these lines unless a call to Circulation is referred to the Reference Desk.

The fourth button down on the right phone is an intercom line that connects with the Circulation Department's Telephone Center (q.v.). The Telephone Center intercom is "12." When the Telephone Center needs to reach the Reference Desk, they dial "14," the Reference Desk number. The Reference Desk phone then rings once and the light in the button is steady, not flashing. The ring is like a telephone ring, but differenent than the 7-8564 ring. You'll have to learn to distinguish it. It only rings once per dial. Calls to the Reference Desk from the Circulation Department's Telephone Center are almost always to ask us to take the call they have received on the 7-8551 number. These usually are calls to verify holdings, or reference questions. Simpley press the -8551 button (which should be lit) and say "Reference Desk, may I help you?" Remember, when you leave the phone to seek an answer to an inquiry, depress the red HOLD button and hang up the receiver. If for any reason you should need to transfer the call back to the Telephone Center, depress the red HOLD button, then depress teh fourth button down, the Telephone Center intercom button, dial "12" and ask them to take the call on -8551.

Remember, when you want to use another line on the same phone and not lose a call that you have on an outside line, you must depress the red HOLD button before using the other line.

Incoming calls on outside lines that are not coming from another telephone on the campus can be transferred to other lines in the library and on the uptown campus by depressing the receiver hook for about two seconds and then releasing it.

You will then hear the campus operator phone ringing. When the campus operator answers ask him/her to transfer the call to whatever uptown campus number you want the call transferred to. You need only give the last four numbers.

When making local outside calls dial "9," then the number. When making calls to other campus numbers, one dials only the last five digits of the number one wishes to reach.

IV. The Reference Telephone Office

Room 105 is the Reference Telephone Office. The librarians with "TEL" next to their name on the Reference Schedule are scheduled to be in this room. The telephone on the desk in 105 has lines 457-8564 (Reference Desk), 457-8551 (Telephone Center) and 457-8552 (Circulation Desk). All telephone calls to the reference number ring on this phone. A switch next to the left phone at the Reference Desk can make the reference number (8564) ring only on this phone and not at the Reference Desk. This frees the librarian or librarians scheduled at REF from having to deal with telephone requests as well as walk-in patrons. However, when the Reference Desk is very busy and there are more walk-in patrons for the librarian or librarians scheduled at REF to handle, the TEL librarian should help at the Reference Desk.

The shelves in the Reference Telphone Office house some of the Ready Reference collection. These are heavily used titles we feel need to be handed out individually as they would otherwise quickly be misplaced or disappear. Some of the titles are duplicates of titles on the Ready Reference Shelf; some are not. Before giving one of these titles to a user, take the card clipped to the front of the book out of the book, ask for the user's ID, clip their ID to the book card and put both in the top drawer of the Reference Desk. Return ID to the user and card to the book when the book is returned. Since

the Reference Desk usually closes before the library closes, sometimes there may still be a locked Ready Reference book out to a user at Reference Desk closing time. If this is the case, inform the Circulation Desk supervisor of the following: someone is using a reference book that belongs in the Reference Telephone Office; the user's ID is in the top drawer of the Reference Desk; when the book is returned unlock the top Reference Desk drawer (this key, as you will discover when reading the opening and closing procedures for the Reference Desk, is kept at the Circulation Desk when the Reference Desk is closed), and return the ID to the user; place the reference book in the top drawer and relock it. Take time to get to know what titles and types of Ready reference books are kept in the Reference Office.

V. The Main Card Catalog

The Card Catalog in the Main Library is a union catalog for all materials in the University Libraries, classed according to L.C., for unclassified newspapers, and for titles on order. It is a divided catalog: an author/title section and a subject section. Each drawer of the Author/Title Catalog is divided into two sections: the rear sections, "Old Catalog," are books cataloged before January 1, 1981; the front sections, "New Catalog," are books cataloged after January 1, 1981, using AACRII rules. Order slips for titles on order are filed under title only in the "New Catalog." The Subject Catalog is not divided into old and new. If an error is found in the Card Catalog (filing error, typing error, etc.) fill out the appropriate catalog correction slip kept in the small card catalog unit on the south side of the Card Catalog and send or take the completed form to head of the Catalog Maintenance Unit. Samples of these slips are appendix X.

VI. Reference Area

The Reference Area is divided into the General Reference Area (in the south-east wing) and the Abstract and Index Area. The General Reference Area also has a Ready Reference Area. Other collections in the Reference Area consist of telephone books for the U.S. and some foreign cities, as well as college catalogs in hard copy and on microfiche. There is also "Company" file consisting largely of corporate annual reports and SEC filings in hard copy and microfiche. All reference material in microform is housed in the Reference Area.

VII. Government Publications Section

The Government Publications Section contains materials published by Governments and international organizations that are not classed and cataloged according to L.C. and all publications in this catagory in microform. This collection is primarily publications of the G.P.O., arranged by SuDoc classification numbers and retrieved via the Monthly Catalog, CIS indexes, etc. SUNYA has been a depository library since 1964 and receives about 60% of depository items available to libraries. The Government Publications Unit also houses the Readex depository and non-depository microcard collection of G.P.O. publications back to 1960. The Government Publications Area also contains the official records of the U.N. General Assembly, Economic and Social Council, Security Council, and Trade and Development Board; microform collections of U.N. documents, British Sessional Papers and Parliamentary debates, decennial and non-decennial U.S. Census, U.S. Geological Survey maps and a selection of NTIS reports.

IX. Law Area

The Law Area contains a complete collection of New York State law, official and unofficial publication; a complete set of the U.S. Statutes, Code, Supreme

Court cases and regulations and selective cases from lower federal courts and state courts as published in the American Law Reports series. The Law Area also contains subject reports and legal services in areas important to schools and curricula on the Main Campus (e.g., tax reporters and services, employee relations reporters and services, education reporters and services, etc.).

X. Computer Search Services

Requests for appointment for Computer Search Services database searches must be approved at the Reference Desk by a reference librarian. This is to make sure that the subject is appropriate for a database search. The Computer Search Services Manual in the lower left hand compartment of the Reference Desk describes the databases to which we have access and gives an average cost for SUNYA and non-SUNYA users. If a patron has an appropriate subject covered by a database, give them a pink appointment form from the middle drawer of the Reference Desk. At the bottom of the blue flyer stapled to the search form, indicate suggested database and put your name after "Refering Librarian." The patron is then directed to room 119 to schedule an appointment. Appendix XI is a sample IR search form.

Appendix I Reference Service Schedule

UNIVERSITY LIBRARIES - REFERENCE SERVICES DIVISION (June 11 - June 15)

JUNE	MONDAY 11		TUESDAY 12		WEDNESDAY 13		THURSDAY 14		FRIDAY 15		
9-10	Herkowitz	REF	Place	REF	Herkowitz	REF	Mielke	REF	Herkowitz	REF	9-10
	Atkinson	CSS	Watkins	CSS							
10-11	Herkowitz	REF	Place	REF	Zych	REF	Mielke	REF	Groark	REF	10-11
	Midgett	TEL	Mielke	TEL	Herkowitz	TEL	Shaffer	TEL	Herkowitz	TEL	
	Atkinson	CSS	Watkins	CSS					Knapp	CSS	
11-12	Herkowitz	REF	Place	REF	Zych	REF	Mielke	REF	Groark	REF	11-12
	Midgett	TEL	Mielke	TEL	Herkowitz	TEL	Shaffer	TEL	Herkowitz	TEL	
					Gavryck	CSS			Knapp	CSS	
12- 1	Herkowitz	REF	Knee	REF	Zych	REF	Mielke	REF	Groark	REF	12- 1
	Midgett	TEL	Young	TEL	Shaffer	TEL	Shaffer	TEL	Herkowitz	TEL	
					Gavryck	CSS	Knapp	CSS			
1- 2	Atkinson	REF	Lee	REF	Herkowitz	REF	Benedict	REF	Zych	REF	1- 2
	Young	TEL	Gavryck	TEL	Groark	TEL	Young	TEL	Young	TEL	
	Midgett	CSS									
2- 3	Atkinson	REF	Lee	REF	Herkowitz	REF	Lee	REF	Zych	REF	2- 3
	Knee	TEL	Gavryck	TEL	Gavryck	TEL	Benedict	TEL	LaCroix	TEL	
	Midgett	CSS	Knee	CSS							
3- 4	Atkinson	REF	Lee	REF	Herkowitz	REF	Lee	REF	Zych	REF	3- 4
	Knee	TEL	Gavryck	TEL	Gavryck	TEL	Benedict	TEL	LaCroix	TEL	
	Watkins	CSS	Knee	CSS							
4- 5	Knee	REF	Watkins	REF	Herkowitz	REF	Lee	REF	LaCroix	REF	4- 5
	Watkins	CSS									
5- 6	Lee/Place**	REF	Benedict/Midgett**	REF	Young/Mielke	**REF	Groark/LaCroix	**REF	*Person in charge **1/2 hour each *** CSS self-searches 7 - 9 p.m.		5- 6
		CSS	Atkinson****	CSS							
6-9	Lee	REF	Benedict	REF	Mielke	REF	Groark	REF	**** CSS until 8 p.m.		6-9
	Place *	TEL	Midgett*	TEL	Young*	TEL	LaCroix*	TEL			
	Knapp ***	CSS	Atkinson	CSS							

HOW TO USE THE LCS TERMINALS

WHAT IS LCS?

LCS (Library Control System) is a computerized database representing the cataloged materials in the University Library. LCS was originally designed to provide circulation information, i.e., whether the book you want is already charged out to another person or has some other special status. For most materials, information on LCS is limited to author, title, call number and circulation status. If you don't find the information you need, please check the card catalog or ask a reference librarian for assistance.

HOW TO SEARCH ON LCS:

The following book is used as an example to illustrate possible search commands:

Tolkien, John Ronald Reuel. Lord of the Rings, 2d ed. 1974
(PR6039032L631974)

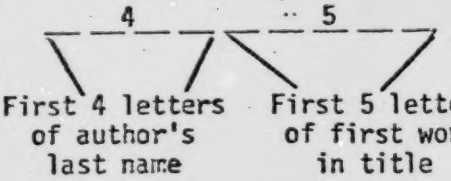
STEP 1:

If you know:	Type Command	Type These Characters	Press ENTER Key	For Example
AUTHOR only	AUT/	6 letters + 3 letters (First 6 letters of author's last name; First 3 letters of author's first name)		AUT/TOLKIEJOH
AUTHOR only (full name)	AUS/	LAST, FIRST (full last name; comma; space; full first name or first initial)		AUS/TOLKIEN, JOHN
TITLE only	TLS/	4 letters + 5 letters (First 4 letters of first word in title; First 5 letters of second word in title)		TLS/LORDRINGS

NOTE: The non-significant words "of" and "the" are on the STOP-WORD LIST (posted at terminal) and are therefore not included in constructing the search.

USING THE ABOVE COMMANDS, YOU MAY RETRIEVE UP TO 30 RECORDS WHICH MATCH THE CHARACTERS YOU HAVE ENTERED. For an explanation of the resulting display and instructions on how to proceed, see STEP 2.

AUTHOR AND TITLE	ATS/	4 letters / 5 letters	ATS/TOLKLORD_



NOTE: Since the first significant word of this title has less than five letters, the command is completed with a space. SEE GENERAL RULES below.

USING THE ABOVE COMMAND , YOU MAY RETRIEVE UP TO 30 RECORDS WHICH MATCH THE CHARACTERS YOU HAVE ENTERED. For an explanation of the resulting display and instructions on how to proceed, see STEP 2.

CALL NUMBER (Specific Title)	DSC/	Exact call number omitting any three-letter prefix	DSC/PR6039032L6319

For an explanation of the resulting display, see STEP 3.

CALL NUMBER (Shelf Browsing)	SPS/	Call number (whole or first part)	SPS/PR6039

Using the SPS command, you will retrieve 30 records displayed in call number order as they would appear on the shelf. The call number you have requested will appear as the 16th record, and records numbered 11-20 will be the first ones displayed. For instructions on viewing records 1-10 or 21-30+ see TURNING PAGES under GENERAL RULES. For a further explanation of the display, see STEP 2.

STEP 2:

The result of an initial search using the AUT, AUS, TLS, ATS, or SPS commands will be a display of records in the system which match the characters used in the command. Each title is listed in sequence by line number. To see the call number and availabili for any particular title, use a DSL (Detailed Search by Line number) command. Type DSL/ followed by the line number for the record wanted.

Type Command	Type Line Number	Press ENTER Key	For Example
DSL/	2		DSL/2

EXAMPLE: An author-title search for Tolkien's Lord of the Rings (ATS/TOLKLORD_) would retrieve the following display:

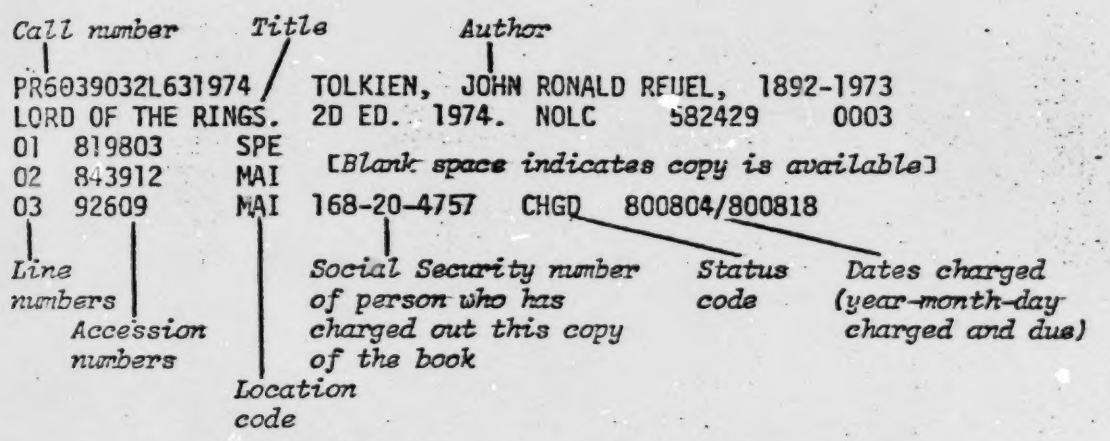
Line number	*Author*	*Number of matching records*	*Title*	*Date of publication*
PAGE 1		3 MATCHES	0 SKIPPED	(ALL RETRIEVED IN 1)
01	TOLKIEN, JOHN RONALD REUEL, 1892		LORD OF THE RINGS.	1965.
02	TOLKIEN, JOHN RONALD REUEL, 1892		LORD OF THE RINGS. 2D ED.	1974.
03	TOLKIEN, JOHN RONALD REUEL, 1892		THE LORD OF THE RINGS.	1954-

To determine the call number and status of the 2d ed. published in 1974, do a detailed search on line number 02. If more than 10 matching records are retrieved, you can view displays of additional records by following instructions on TURNING PAGES under GENERAL RULES.

STEP 3:

The typical display for an individual title will provide location, call number, and status for all the copies of that title available in the library system.

EXAMPLE:


Call number
Title
Author
PR6039032L631974 / TOLKIEN, JOHN RONALD REUEL, 1892-1973
LORD OF THE RINGS. 2D ED. 1974. NOLC 582429 0003
01 819803 SPE
02 843912 MAI
[Blank space indicates copy is available]
03 92609 MAI 168-20-4757 CHGD 800804/800818
Line numbers
Accession numbers
Location code
Social Security number of person who has charged out this copy of the book
Status code
Dates charged (year-month-day charged and due)

For explanation of Status Codes and Location Codes, see list posted at the terminal.

GENERAL RULES:

TITLE OR AUTHOR WORDS TOO SHORT: If your author name or title words do not contain the required number of letters, fill in with spaces.

EXAMPLE: Author - Paul Bruss AUT/BRUSS_PAU
Title - The Old South TLS/OLD_SOUTH

NON-SIGNIFICANT WORDS: Do not use words appearing on STOP-WORD LIST (posted at terminal when constructing ATS, TLS, AUT and AUS commands.

ERRORS: If you've made a mistake and want to correct it, move the cursor (lighted square) back to the error by means of the arrow key and retype. You may also press the ENTER key, get whatever message the computer sends, and begin again.

TURNING PAGES: To view records 1-10 enter PG1, for records 11-20 enter PG2 and for records 21-30 enter PG3. If you have retrieved more than 30 items you may enter PG+ which will give you access to the next 30 items in increments of 10. To view items nearer the end of a large number of matches enter your original command plus/SKIP=30 (or any multiple of 30).

PUNCTUATION: Omit all hyphens, apostrophes and commas.

Appendix III white transaction card
attached to Ready
Reference Books

DUE DATE	BORROWERS NAME	I D NUMBER

Appendix IV pink
"Non-Circulating Library
Material" slip

NON-CIRCULATING
LIBRARY MATERIAL

This non-circulating library material may circulate until the date listed below.

Date Due _____

Reference Librarian

_____

Date _____

3/14/80

Call Number

Main Entry

Appendix V monographic request form

Title

KARDEX_____

SAF_____

TS/A_____

Place, Publisher, Date

SERIES

Send to:
Add-on typist
Serials Cat.
File-maintenance Cat.

Reserve
UL JEA
LIB REF

In Print	Source of Infor.	Edition	Vols.	Copies	Price

Dealer	Fund no. & Bibl.	Req. by:

PERIODICAL REQUEST FORM
CURRENT SUBSCRIPTION
Appendix VI

DO NOT WRITE IN THESE SPACES

TITLE, AND SUBTITLE OR EDITION, IF KNOWN

DATE ORDERED | SOURCE

DATE RECEIVED | FREQUENCY

PUBLISHER AND ADDRESS

COVER TITLE

ULS/NST ENTRY

CIRCLE PRIORITY (See Instruction Sheet) 1 2 3

TO START WITH ISSUE OF: | ESTIMATED COST PER YEAR

INVOICE PRICE | PERIOD FROM | TO

REQUESTED BY (RETAIN BLUE COPY) DATE

SUNY LIST | UNION COLLEGE LIST

BIBLIOGRAPHER'S SIGNATURE OF APPROVAL DATE

CHECKED ☐ULR ☐NST ☐ULS ____

AREA DESIGNATION

ORIGINAL: PERIODICAL SECT., YELLOW: BIBLIOGRAPHER

Appendix VII

PROCUREMENT DEPARTMENT - STATUS REPORT FORM - REQUEST

P. O. Number:

Main Entry:

Title:

Publisher:

Dealer:

Date order placed:

Approval Plan - Yes No S. O. - Yes No

Librarian:

Desired Action: (over)

PROCUREMENT DEPARTMENT - STATUS REPORT FORM - RESPONSE

Requestor:

Address:

Telephone Number:

Contact Directly: File at REF Desk:

Action Taken or Status on Item:

Procurement Respondee: Date:

7/79

Appendix VIII

"TELEPHONE CENTER"
BOOK-PAGING SERVICE

NAME: _____

I.D. # _____

CALL # _____ ACC. # _____

_____ AUTHOR

_____ _____

_____ _____

TITLE: _____

_____

( ) TO BE PICKED UP
PATRONS ADDRESS

( ) TO BE DELIVERED

DATE/TIME TELEPHONE OPERATOR

BOOK PAGING STATUS

( ) READY FOR PICK-UP

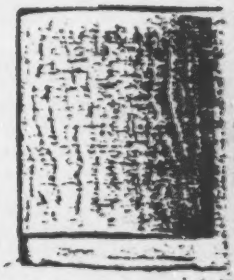
( ) SNAGGED

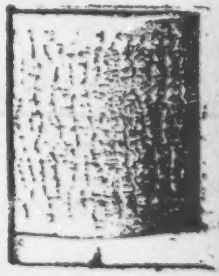
( ) DELIVERED BY: _____

DATE/TIME: _____

SUPERVISOR'S INITIAL: _____

RECEIVED BY: _____





Appendix IX

QUICK REFERENCE QUESTIONS FOR INFORMATION RETRIEVAL

QUESTION:

Date and Time Rec'd _____

Date and Time Needed _____

Librarian _____

☐ GP ☐ REF

☐ ILL ☐ OTHER(specif

Searcher _____

PLACE YOUR QUESTION IN THE TOP BASKET LABELLED "QUICK REF REQUESTS" NEAR THE IR TERMINAL. PICK UP RESULTS IN THE BOTTOM BASKET.

DD:79

Appendix X

SUBJECT CATALOG

CORRECTIONS SLIP

Please indicate call number, drawer number and problem.

Call no._____

Drawer no._____

Problem:

Found by_____

Date_____

OLD

NAME/TITLE CATALOG

CORRECTIONS SLIP

Please indicate call number, drawer number and problem.

Call no._____

Drawer no._____

Problem:

Found by_____

Date_____

NEW

NAME/TITLE CATALOG

CORRECTIONS SLIP

Please indicate call number drawer number and problem.

Call no._____

Drawer no._____

Problem:

Found by_____

Date_____